

LYON & LYON LLP
A LIMITED LIABILITY PARTNERSHIP
INCLUDING PROFESSIONAL CORPORATIONS

1900 Main Street, Sixth Floor
Irvine, California 92614
Phone: (949) 567-2300
Fax: (949) 567-6600

FACSIMILE TRANSMITTAL FORM

To: Nikki Black	Fax Number: 703-308-7749	Phone Number: 703-308-1202
From: Paul Veravanich	Fax Number: 949-567-6600	Phone Number: 949-567-2326
Re: Oath/Declaration for 09/437,833	Date/Time sent: 5/31/00 2:28 PM	No. of Pages: 5 (incl. cover)
Application No.: 09/437,833	Client Matter No.: 233/265	

If you do not receive all of the pages, please call Tillie at (949) 567-2300, extension 1114.

Notes/Comments:

Nikki -

Thank you for returning my call today. As we discussed, attached is the signed declaration that we submitted pursuant to the Notice to File Missing Parts mailed to us on 12/10/1999. Please let me know if you require anything else.

Sincerely,



Paul Veravanich

PS. I am also including the Notice of incomplete reply we recently received from you.

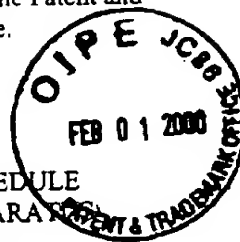
TO BE COMPLETED BY FAX OPERATOR

TIME TRANSMITTED: _____ TRANSMITTED BY: _____

This transmittal is intended only for the use of the individual or entity to which it is addressed, and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this transmittal is not the intended recipient or the employee or agent responsible for delivering the transmittal to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone, and return the original message to us by mail at the above address. Thank you.

Please acknowledge receipt of the following by affixing hereon the Patent and Trademark Office date stamp and returning this card to our office.

Applicant: Cameron T. Cook et al.
Serial No.: 09/437,833
Filed: November 9, 1999
For: EMPLOYEE SCHEDULING AND SCHEDULE
MODIFICATION METHOD AND APPARATUS



NOTICE TO FILE MISSING PARTS

Attorney(s): Chad W. Miller
Docket No.: 233/265
Date of Deposit: February 1, 2000
Enclosure(s): (1) Transmittal Sheet (2) Declaration (3) Power of Attorney;
(4) Assignment to West Teleservices Holding Company; (5) Recordation Cover Sheet;
(6) Copy of Notice to File Missing Parts of Application Form
Express Mail Label No.: EL508737055US

RECEIVED
AUG 14 2000
TC 2700 MAIL ROOM

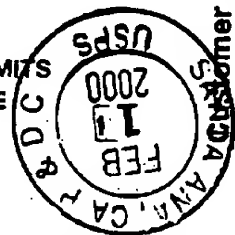
EL508737055US

POST OFFICE TO ADDRESSEE



EL508737055US

SEE REVERSE SIDE FOR
SERVICE GUARANTEE AND LIMITS
ON INSURANCE COVERAGE



Customer Copy
1997

ORIGIN (POSTAL USE ONLY)

PO ZIP Code 77748	Day of Delivery <input type="checkbox"/> Next <input checked="" type="checkbox"/> Second	Flat Rate Envelope <input type="checkbox"/>
Date In 2.1.00	<input checked="" type="checkbox"/> 12 Noon <input type="checkbox"/> 3 PM	Postage \$
Time In 1427	<input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day	Return Receipt Fee
Weight 5	Int'l Alpha Country Code	COD Fee Insurance Fee
No Delivery <input type="checkbox"/> Weekend <input type="checkbox"/> Holiday	Acceptance Clerk Initials 0	Total Postage Fee \$

CUSTOMER USE ONLY

METHOD OF PAYMENT:

Express Mail Corporate Acct. No.

X928379

Federal Agency Acct. No. or
Postal Service Acct. No.

☐ WAIVER OF SIGNATURE (Domestic Only): Additional merchandise insurance is void if waiver of signature is requested.
I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges
that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of
delivery.

NO DELIVERY ☐ Weekend ☐ Holiday

Customer Signature

FROM: (PLEASE PRINT)

PHONE

LYON & LYON
1500 MAIN ST FL 6
DOWNE CA 92614-7200
Chad W. Miller West Teleservices
233/265

TO: (PLEASE PRINT)

PHONE

Box Missing Parts
Assistant Commissioner for Patents
Washington, D.C. 20231

PRESS HARD.

You are making 3 copies.

FOR PICKUP OR TRACKING CALL 1-800-222-1811

www.usps.gov



You are making 3 copies.

FORMALITIES LETTER



OC00000005142209

UNITED STATES DEPARTMENT OF COMMERCE
Patent and Trademark OfficeAddress: COMMISSIONER OF PATENT AND TRADEMARKS
Washington, D.C. 20231

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/437,833	11/09/1999	233/265	233/265

LYON & LYON LLP
SUITE 4700
633 WEST FIFTH STREET
LOS ANGELES, CA 900712066

Date Mailed: 05/26/2000

NOTICE OF INCOMPLETE REPLY (NONPROVISIONAL)

Filing Date Granted

The U.S. Patent and Trademark Office has received your reply on 02/01/2000 to the Notice to File Missing Parts (Notice) mailed 12/10/1999 and it has been entered into the nonprovisional application. The reply, however, does not include the following items required in the Notice.

The period of reply remains as set forth in the Notice. You may, however, obtain EXTENSIONS OF TIME under the provisions of 37 CFR 1.136 (a) accompanied by the appropriate fee (37 CFR 1.17(a)).

A complete reply must be timely filed to prevent ABANDONMENT of the above-identified application.

- The oath or declaration is missing.

A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE